



**U.S. GOVERNMENT PRINTING OFFICE  
MERIT PROMOTION  
VACANCY ANNOUNCEMENT**

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**ANNOUNCEMENT NUMBER:** 03-028 (Those who applied under announcement # 03-010 must reapply.)  
**POSITION:** Computer Assistant  
**SERIES/GRADE:** PG-0335-07  
**SALARY RANGE:** \$32,370 - \$42,083 PA  
**ISSUE DATE:** 02/06/03  
**CLOSING DATE:** 02/28/03  
**NUMBER OF VACANCIES:** One  
**ORGANIZATION:** Printing Procurement Department  
Contract Management Division  
Procurement Support Branch  
Systems Support Section  
**GEOGRAPHIC LOCATION:** Washington, DC  
**PROMOTION POTENTIAL:** None  
**DURATION OF APPOINTMENT:** Permanent  
**TOUR OF DUTY:** Shift 1  
**OPM NOTICE OF RESULTS REQUIRED:** No  
**CIVIL SERVICE STATUS REQUIRED:** No  
**AREA OF CONSIDERATION:** All Sources

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**SUMMARY OF DUTIES/RESPONSIBILITIES:**

The incumbent troubleshoots standard commercial off the shelf software (COTS) on Printing Procurement Department (PPD) computers. Maintains and organizes data cartridges for tape backups of PPD's mission critical servers located in the Central Office. This involves rotating the tapes for each server on a nightly basis, ensuring tapes are properly identified and cleaning the tape drive when necessary. Configures common hardware and software based on predefined standards and/or procedures. Handles less complex problems and notifies IT Specialists of questions or problems that are more complex. Maintains records of Systems Support Section (SSS) equipment, contracts, and requests. Updates and maintains PPD IT documentation (e.g. user manuals, procedures, policies, and tech reports). Trains PPD users in the proper use of COTS software and PPD customized applications. Assists in the valuation and assessment of PPD IT needs. Compiles and extracts data needed by the PPD IT Specialists. Provides administrative support for the SSS office preparing, filing and mailing documents as well as maintaining records. When called upon, performs other duties as assigned.

**QUALIFICATIONS:** Applicants must possess 52 weeks of specialized experience to the next lower grade level. Specialized experience is experience, which is directly related to this position and has equipped the applicant with the particular knowledge, skills, and abilities (KSA's) to successfully perform the duties as described above.

**RANKING FACTORS:** *(Applicants who meet the above qualification requirements will be rated on the basis of relevant experience, education, training, supervisory appraisal, job-related awards, and the factors listed below. Applicants should be specific in documenting these areas in their application materials.)*

1. Knowledge of Federal procurement/contracting regulations, procedures, and directives.
2. Knowledge of system hardware and software program capabilities and limitations sufficient to assist PPD IT Specialists and PPD users.
3. Knowledge of basic database applications and techniques for the purpose of assisting IT Specialists in the development of and deployment of database applications.
4. Skill in using established procedures and practices sufficient to assist with troubleshooting IT problems pertaining to both software and basic hardware features throughout the PPD offices.
5. Ability to communicate both orally and in writing.

**TO APPLY:**

***GPO Applicants:***

Applicants must submit a copy of their latest annual performance rating and an *Optional Form 612, "Optional Application for Federal Employment" (or SF-171), or a resume*. If a resume is submitted, it must contain all pertinent data in the OF-612.

***Non-GPO Applicants: (The following instructions apply only when the position(s) is open to applicants outside of the agency.)***

Applicants may submit an *Optional Form 612, "Optional Application for Federal Employment" (or SF-171), or a resume*. If a resume is submitted, it must contain all pertinent data in the OF-612.

***ALL applicants must include the following:***

Current and former Federal employees must submit copies of their latest annual performance rating and SF-50 as proof of status or reinstatement eligibility. Veterans who are preference eligibles or who have been separated from the armed forces under honorable conditions after 3 years or more of continuous active service may apply. Applicants eligible under the **Veterans Readjustment Act (VRA)** will also be considered, if this position is being announced at the grade PG-11 level and below. Veterans must submit a copy of their DD-214, "Certificate of Release or Discharge from Active Duty"; if claiming 10-point veterans' preference, submit a SF-15, "Application for 10-Point Veterans' Preference," plus the proof required by that form. Applicants seeking Excepted Appointments based on disabilities must provide certification from a State or District of Columbia rehabilitation counselor indicating that they meet the requirements for and are eligible for an Excepted Appointment based on a physical or mental disability. Selectees must successfully pass a drug test before appointment.

**GPO WILL NOT PAY RELOCATION COSTS.**

**OTHER ESSENTIAL INFORMATION:**

Applicants must:

- be a United States citizen or national (e.g. resident of American Samoa).
- include their Social Security Number on their application.
- provide the title and length of related courses. For college classes include the number of credit hours (not required if a degree has been earned).
- include the vacancy announcement number and position title on their application.
- describe their duties and responsibilities in their own words; position descriptions may not be submitted.
- meet time-in-grade and qualification requirements by the closing date of this announcement.
- submit a GPO Form 2566, "Report of Merit Promotion Action," if they wish to obtain a report on the status of their application.
- submit applications and required forms postmarked no later than the closing date of this announcement.

**SUBMIT APPLICATION (S) TO:**

**Unit 2**

U.S. Government Printing Office  
Employment Branch, Room C106, Stop: PSE  
732 North Capitol Street, NW  
Washington, DC 20401  
FAX (202) 512-1292

**FOR ADDITIONAL INFORMATION CALL:**

(202) 512-1118  
TDD (202) 512-1519

***\*THIS AGENCY PROVIDES REASONABLE ACCOMMODATIONS TO APPLICANTS WITH DISABILITIES\****

***\*THE GOVERNMENT PRINTING OFFICE IS AN EQUAL OPPORTUNITY EMPLOYER\****